

June 2003

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission (FCC)
445 12th Street SW, TW-A325
Washington, DC 20554

Re: Ultratec's Petition on CapTel - Docket 98-67

As a person who has experienced CapTel via one of the state trials, I am writing to you today to share my observations and urge you to take positive action on Ultratec's CapTel petition.

As a professional musician, I need to make many cold calls to clients and to interact well with them from the first time I make a contact.

I have felt quite limited in my phone capabilities. It is crucial for the phone interchange to be efficient and easy with almost no delay except perhaps thinking time. A TDD just is not effective. There is far too much delay and prospective clients would most likely hang up, not just because of the delay, but because my hearing loss would be so obvious.

CapTel has been a wonderful experience for me. I have been able to make so many calls, not just to clients, but also to family, colleagues and friends. It's a thrill, a great increase in quality of life and independence to be able to make my own calls.

My state trial will end in December and I dread the thought of having to go back to relying on other people to make my calls.

In closing, I urgently request that CapTel be recognized by the FCC as a reimbursable relay service. Please waive any FCC rules not applicable to CapTel service.

Sincerely,

Kathryn S. Bakke
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